



**State of Wisconsin  
Department of Administration**

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**FIN304: Accounts Receivable and  
Billing  
Assessment Questions**

**April 22, 2015  
Version 1**



*Question 1:*  
Multiple Choice

**Question:** Which State of Wisconsin agency manages customer information within STAR?

**Circle the Correct Answer(s):**

- A. Department of Administration (DOA).
- B. Each agency will manage their own customers.
- C. Department of Employee Trust Funds (ETF).
- D. The first agency to work with the customer.

*Question 2:*  
Multiple Choice

**Question:** In which scenario does an individual agency enter customer information into STAR?

**Circle the Correct Answer(s):**

- A. Once the agency has waited two or more days for the State Customer Processor to enter the information.
- B. When a customer is already added into the system and the customer information needs updating.
- C. If Billing or Accounts Receivable processes require immediate action.
- D. If the customer being added into the system is a Confidential Customer.



*Question 3:*  
Multiple Choice

**Question:** Which PeopleSoft function has the capability of using information received from other PeopleSoft modules to create a bill?

**Circle the Correct Answer(s):**

- A. Standard Bill Entry
- B. Billing Interface
- C. Excel Spreadsheet Upload
- D. Single Action Invoicing



*Question 4:*  
Multiple Choice

**Question:** Which type of bills can be entered through the online bill entry process? Select all that apply.

**Circle the Correct Answer(s):**

- A. Standard bills
- B. Recurring bills
- C. Installment bills
- D. Retroactive bills



*Question 5:*  
Multiple Choice

**Question:** Which page would you access if you want to change a single bill's status to *RDY*?

**Circle the Correct Answer(s):**

- A. Bill Header
- B. Batch Process
- C. Single Action Invoice
- D. Credit and Rebill



*Question 6:*  
Multiple Selection

**Question:** Which of the following are appropriate methods to adjust bills? Select all that apply.

**Circle the Correct Answer(s):**

- A. Accessing the Bills Not Invoiced page
- B. Running the Credit an Entire Bill process
- C. Running the AR Update process
- D. Crediting and Rebilling a bill
- E. Adjusting a single line of a bill



*Question 7:*  
Multiple Selection

**Question:** The Single-Action Invoicing Process does which of the following? Select all that apply.

**Circle the Correct Answer(s):**

- A. Processes a RDY bill into an invoice
- B. Budget Checks the invoice against pre-defined budgets
- C. Alerts the user of any errors that occur during the process
- D. Automatically creates accounting entries for the General Ledger



*Question 8:*  
Multiple Choice

**Question:** When is an adjustment reason required for an adjustment to occur?

**Circle the Correct Answer(s):**

- A. When the adjustment will affect the entire bill.
- B. When the adjustment will affect only a single line of the bill.
- C. Adjustment reasons are always required, regardless of adjustment type.
- D. Adjustment reasons are never required, regardless of adjustment type.



*Question 9:*  
Multiple Choice

**Question:** Which of the following statements is true in regards to crediting an entire invoice?

**Circle the Correct Answer(s):**

- A. Crediting an entire invoice is the only way to make an adjustment to the invoice.
- B. Crediting an invoice creates a new bill that can be adjusted.
- C. Crediting an invoice reverses the General Ledger and Accounts Receivable accounts.
- D. Crediting an invoice only reverses the General Ledger account.



*Question 10:*  
Multiple Selection

**Question:** Which of the following are benefits of the Enter Receivables sub-process? Select all that apply.

**Circle the Correct Answer(s):**

- A. Enables invoices and receivables to be easily linked to customers.
- B. Invoices and receivables details are available in an integrated system which enables Partner Agency reporting.
- C. Invoice generation results in the creation of a receivable, which is linked to the original invoice.
- D. Payment predictor can be set up to apply payments against the receivables based on a configured set of rules.



*Question 11:*  
Multiple Selection

**Question:** Which of the following are part of the Enter Receivables sub-process? Select all that apply.

**Circle the Correct Answer(s):**

- A. Entry of items into the PeopleSoft system
- B. Collecting the customer and item data to generate customer statements
- C. Entering online deposits for payments related to pending items or invoices
- D. Performing the Receivable Update process



*Question 12:*  
Multiple Choice

**Question:** In which step of the Accounts Receivable process should the total amount and count of the pending items match up to the amount entered for each item?

**Circle the Correct Answer(s):**

- A. Create Pending Items
- B. Correct Pending Items Group
- C. Balance Pending Items Group
- D. Review Accounting Entries

*Question 13:*  
Multiple Selection

**Question:** Which of these are valid methods to enter payment details? Select all that apply.

**Circle the Correct Answer(s):**

- A. Payment Worksheet
- B. Payment Processor
- C. Payment Creation
- D. Direct Journal Entry



*Question 14:*  
Multiple Selection

**Question:** Which of the following activities are involved in the Deposits and Cash Application sub-process? Select all that apply.

**Circle the Correct Answer(s):**

- A. Generating follow-up letters to perform collection activities from defaulting customers
- B. Application of payments to appropriate accounts receivables
- C. Recording of cash, revenue, and other funds receipts by making direct journal entry for payments
- D. Analyzing the past due receivables to determine the appropriate collection action



*Question 15:*  
Multiple Selection

**Question:** How does the use of an integrated system support the Deposits and Cash Application sub-process? Select all that apply.

**Circle the Correct Answer(s):**

- A. Enables payments to be interfaced from other systems
- B. Allows the prints of receipts and deposit slips to be generated from the same system
- C. Integrates the accounting entries resulting from the payment transactions with the State General Ledger
- D. Only allows users to use the PeopleSoft system
- E. Eliminates the need to enter payments into multiple systems





*Question 16:*  
Multiple Choice

**Question:** At which point can you no longer modify a direct deposit journal entry?

**Circle the Correct Answer(s):**

- A. Once it has been posted to the General Ledger
- B. Once the user has clicked Save
- C. Once it has been approved
- D. Once it has been budget checked



*Question 17:*  
Multiple Selection

**Question:** If a payment is not balanced, what actions can be taken to balance the payment? Select all that apply.

**Circle the Correct Answer(s):**

- A. Change the payment information
- B. Change the defaults
- C. Delete the deposit
- D. Change the regular deposit totals



*Question 18:*  
Multiple Selection

**Question:** Which of the following are valid options for dealing with underpayments or overpayments?  
Select all that apply.

**Circle the Correct Answer(s):**

- A. Write-off the remaining amount
- B. Leave unbalanced payments
- C. Generate a deduction
- D. Build an on-account line item

*Question 19:*  
Multiple Choice

**Question:** Which process should be run first?

**Circle the Correct Answer(s):**

- A. Statements
- B. Dunning Letters
- C. Aging
- D. Overdue Charges

*Question 20:*  
Multiple Choice

**Question:** Which of the following are valid statement types? Select all that apply.

**Circle the Correct Answer(s):**

- A. Group Entry
- B. Open Item
- C. Balance Forward
- D. Single Item